

Feedback and Data

We have pulled together some detailed feedback from our Friends and Family Test which you can access at the end of this newsletter and on our website. We will be doing this quarterly and have decided to start with Q2 of this year, Q3 will follow in October.

We have also got the quarterly data for work we have been doing for you for Q2 which you can view here & on our website.

Work We Have Been Doing for our Patients

Quarter 2 2023
(01.04.23 – 30.06.23)



Face to face
appointments
conducted

4067



Telephone
appointments
conducted

8680



Online
Triages
received

1037



Pathology results filed from tests



Blood tests taken



Blood pressure monitoring conducted

Prescriptions issued for
patients

5119

Referrals made for our
patients to secondary
care and other services

632

Letters processed, reviewed,
actioned and saved from
secondary care and other
services

4864

Current Patient
List size is;

10245

107

New Patient
registrations
processed

Calls in to us.
(60 working days =
an average of 241
per day)

14458

Time lost from
DNA's in Hours

115

Women's Health Evening

Cricketfield Surgery is hosting an evening focusing on Women's Health Issues at the Courtenay Centre on Monday October 2nd at 6:30pm.

This will cover topics
such as:

- Menopause
- Smears and HPV
- Pelvic Health Physio

It's free to attend and
no booking is required.

See you there!



**Join us at this free
event to clarify what
is misunderstood
about women's
health.**

This evening will provide
valuable knowledge and
insights about women's
health, which will help
you make more
informed choices.

Women's Health Evening

Monday 2nd October 2023

6:30pm

The Courtenay Centre

Newton Abbot

**Topics for discussion
include:**

Menopause
Pelvic Health Physio
Smears & HPV

**Q&A Session
with:**

Dr Sally Kidner

Hosted by:

CRICKETFIELD
surgery



Seasonal Health Information

Summer is coming to an end and Autumn is fast approaching. We will be delivering our flu vaccinations imminently, with the first weekend clinics already released for booking. We will be offering 2 or 3 dedicated weekend clinics as well as appointments during our usual opening hours. Those eligible for the flu vaccination this year are:

- All patients aged 65 years and over on 31 March 2024.
- Patients with Chronic disease aged 6 months and over, including:
 - Respiratory disease
 - heart disease
 - kidney disease
 - liver disease
 - neurological disease
- Patients with Diabetes aged 6 months and over
- Patients with Immunosuppression aged 6 months and over
- Patients with Asplenia or dysfunction of the spleen aged 6 months and over
- Pregnant women
- Patients with a BMI > 40 kg/m² (adults aged 16+)
- Carers
- Patients who are Close/Household contacts of immunocompromised individuals aged 6 months and over
- People in long-stay residential or homes
- Frontline workers without employer led occupational health schemes including locum GPs

For more information please view our website which provides access to a document detailing the eligible groups. If we know you are eligible we will contact you to arrange an appointment. However, if you think you are eligible and haven't heard from us by the end of October, please contact us to book an appointment. If you think you are in an eligible category but that may not be documented on our medical records system, then please get in touch via cricketfield.admin@nhs.net to let us know why you would be eligible for the flu vaccination. This will be clinically reviewed, and our records updated if necessary.

We have also just learnt that we will be able to deliver some COVID Vaccinations as well but this will be on a smaller scale with reduced availability so we will concentrate on getting our Care Home and Housebound patients vaccinated. If you are able to drive a bit further you may find more availability at the dedicated vaccination sites so should call 119 or visit Book, cancel or change a COVID-19 vaccination appointment - NHS (www.nhs.uk) We believe they will be open for booking again from September 11th. If you don't think you can get to a vaccination centre then you can call us from the 18th of September and we will hopefully know what stocks we will have available and when. We can only offer COVID Vaccinations to eligible adults. This is over 75s or those who are immunosuppressed.

UK Health Security Agency

NHS

GET WINTER STRONG +

Flu and COVID-19 spread more easily in winter and can cause you serious illness.

Come forward for your flu and COVID-19 vaccinations when invited.

Vaccination is the best way to protect yourself, those around you and the NHS.

New Doctors

Over the Summer Dr Howell and Dr Obasi joined our team. They are Registrars which means they have completed their medical training and are fully qualified Doctors but are gaining General Practice experience by working with us.

We will also host a broad range of students learning with us again throughout the academic year. Some of them are in the early stages of their training so just observe what our staff do, whereas others are further on in their training and are able to work with patients but reporting back to one of our clinical staff for supervision.

We are very keen to support students and encourage future generations of General Practice staff and are thrilled that we are able to welcome them from further afield, even abroad. Having students and future clinicians who are happy to come to the area is really important to increase skilled workforce in the region. Having a culturally diverse and inclusive working environment offers a lot of benefits to our Practice and Patients.

HM Government

NHS

STOP TOBER

STOP SMOKING AND GOOD THINGS HAPPEN

Food starts tasting better

Commit to quit

Better Health Let's do this

Patient Ambassadors

We are still looking for Patient Ambassadors to work with the Practice to help improve our services and communications. This is voluntary and can be flexible around what time you have available to help. We are aiming to have quarterly meetings for all Ambassadors who can attend those meetings but other than that you would be liaising with and meeting with a contact from the surgery relevant to your specific area or any current project you are involved in with us. Therefore, this is easier to adapt to your availability. It's a fantastic opportunity to get involved and help improve and develop your GP Surgery.

We are looking for:

- Young People's (16 to 25) Ambassadors
- Families Ambassadors
- Over 25's Working Population Ambassadors
- Older People's Ambassadors
- Mental Health Ambassadors
- Neurodiversity Ambassadors
- Equality (Protected Characteristics) Ambassadors
- Multiple Long-term Conditions Ambassadors
- Carers Ambassadors
- Veterans Ambassadors



Please contact our Compliance Coordinator who acts as our Patient Ambassadors Liaison Lead, via cricketfield.admin@nhs.net for more information.

NHS

“I just
didn't think
I could cope”

NHS Talking
Therapies can help

Mental
health
matters
Help us
help you

NHS

If you live with a
long-term condition,
you could save money
on your prescriptions

A Prescription
Prepayment Certificate
will save you money if
you pay for more than
three items in three
months, or 11 items in
12 months.

Special Edition - Patient Feedback Newsletter

We have published the great results we have got on our friends and family tests over the last few months, which has been overwhelmingly positive and supportive for our Practice. We really appreciate patients taking the time to fill the quick little survey in after their appointments.

For the small minority that haven't been as impressed with our service as others and for those who provided improvement suggestions we do review and take on board your comments. We wanted to share some feedback on them. We will be doing this on a quarterly basis from now on. Therefore, we looked at the period of April to June.

The average responses for this period were as follows:

Quarterly Average Very Good or Good	Quarterly Average Neither Good not Poor, or Don't Know	Quarterly Average Poor or Very Poor
95%	2%	3%

From the feedback there was a lot of praise for the staff, in all roles but there were some exceptions and some comments detailing concerns over staff attitude or insufficient care. We have fed this back to the staff as we always want every patient to experience high quality care and a welcoming approach from all staff, at all times. If you do ever feel you have been treated poorly then you are able to raise a concern with the Practice; you can even make a formal complaint using our complaints procedure which can be found on our website.

Some of you mentioned concern over our staffing levels which are greatly improved, and we have new team members in our GPs, Same Day Team and Patient Services Team. Unfortunately, over the Summer we do have high levels of staff absence due to them taking well deserved breaks with their families. We use locum (cover) clinical staff where we can and get additional cover in for the admin team, but we apologise if any of you have experienced difficulties due to lower staff numbers and appointment availability.

Special Edition - Patient Feedback Newsletter

Booking System

Some of the feedback indicated that some patients don't fully understand our booking system so we thought it would be useful to detail that. We have been running a clinical assessment and prioritisation system for some time now and this is now being asked of all Practices nationally from NHS England. When you contact us, whether that is over the phone, via the online service or in person at the front desk, if you have a new or worsening condition you will be asked a series of questions to get as much information as we can about your health concern(s). This is then reviewed by a clinician to determine how quickly you need to be contacted, who is best placed to help you and if any self-care or signposting to a more appropriate service may be beneficial. This can take up to 2 working days, but if you are identified as having an urgent health need then you will be contacted the Same Day. For us to do this efficiently and safely the information asked of you is really important. If you do want to do this privately then you may find the online system the best option for you, or you could complete the questions on paper format in our Practice. If you call and speak to a member of our Patient Services Team they are trained in Healthcare Navigation, are supported by the Same Day Team and will ensure confidentiality and compassion. They are not clinicians though so they can't detail when you will be contacted back or by whom.

Continuity of Care

What we are aiming to improve now we have more GPs is better continuity of care. There are times when it doesn't matter what GP or clinician you see, in fact it's fantastic to have a multi-disciplinary team with such a wide variety of skills and knowledge to help our patients. However, there are times such as long-term conditions or on-going or recurring symptoms that are best followed up by the same clinician, particularly GPs. We are going to work hard to offer this going forwards. We also want patients who require a follow-up appointment or have a non-urgent healthcare concern to have more choice over the type of appointment (phone call or face to face) so we are hoping to improve availability for this too.

Online Booking

We will be introducing more appointments that can be booked online but it will only be by invitation for specific appointment types to ensure correct booking and not waste any patient or clinician time.



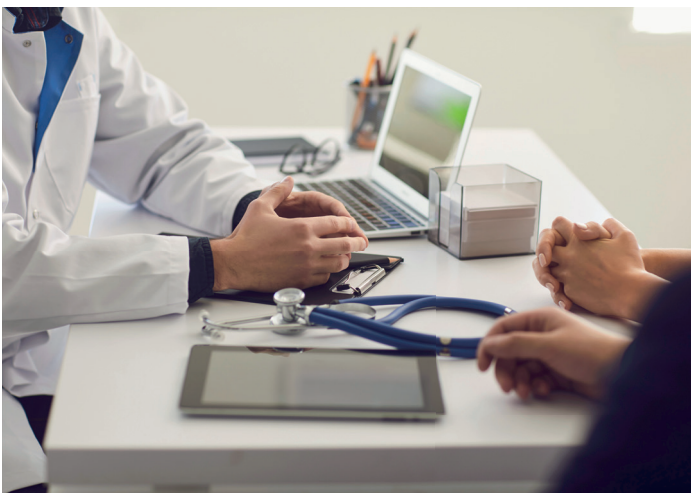
Test Results

You can review your test results online using the NHS app. Sometimes they may be tricky to understand. We can only call patients who have a test result that needs a discussion or follow-up. If you don't hear from us this means that your results were okay. You can order your repeat prescriptions through the NHS app too and you can also do that via our website.



New Phone System

We have got a new phone system which should also help us better manage patient demand. You don't need to call as soon as the lines open at 8:30am to ensure you get an appointment, in fact we haven't worked that way for some time but if you think you do have an urgent health care concern you are best to call us in the morning. If our lines are very busy, then our new phone system will offer the option for us to call you back. All calls are now recorded. They are stored securely for 28 days. Only the management team can access and review the calls and will only do so if there is a patient concern or complaint, a staff concern under the NHS Zero Tolerance scheme, a safeguarding concern or for training purposes.



Special Edition - Patient Feedback Newsletter

COVID-19

Due to the reduced risk of COVID 19, healthcare settings are no longer required to implement stringent rules relating to this. Our clinicians will always be happy to wear a mask if you want them to and we do still maintain high standards of infection control. We also still try to keep staggered appointments and reduced numbers in the waiting areas which is why we may not always look busy but can assure you we are. Our appointments data shows we have increasing demand on our services year on year. We also have a huge amount of work to do behind the scenes as well, appointments are only part of what we do. The data detailing what work we have done for our patients in this quarter, April to June, is being published along side this Feedback Newsletter.

Check-in Screen

We have hopefully resolved the issues with the check-in screen but sometimes technology can be unpredictable. We also have some coding and digital system processes that have caused a couple of issues for patients around appointments or information reporting. We always strive to figure these out and find a solution, but it isn't always possible. We also have made mistakes due to human error which we always apologise for and see if any learning is needed to prevent it from happening again.

Appointment Rooms

If you need an appointment downstairs, please let us know when you're booking the appointment. Rooms 1 to 10 are downstairs, Rooms 11 to 15 are upstairs. All our nurses and HCAs work downstairs. We also have 2 rooms in our cabin at the rear of the building that our Same Day Team use.

Wait Times

There were several concerns over wait times for appointments. We are incredibly sorry that this happens and is quite common and can happen for many reasons. What we are trying to improve is our communications regarding this.



We hope this feedback has been useful, or at least interesting. Please keep completing the Friends and Family Test surveys for us as it is incredibly helpful for us to know how we are doing from our patients viewpoints and where we can improve.

Thank you.

Premises

There were a couple of comments relating to our premises. We have made a lot of improvements over the last few years but there are still more to do and some freshening up. There is also quite a lot of work to do to improve the maintenance of the grounds. We have very limited funding and it's quite a challenge to manage the finances and ensure we do all we can to maintain and upgrade the building but also invest in our staff and services.



Parking

One of our survey respondents mentioned the cost of parking. We are very sorry that we do not have a free car park available for patients, even our staff have to pay for their parking. The car park is owned by Teignbridge Council and we have no influence over their charges.

Hospital Appointments

A couple of survey respondents also referenced delays with hospital appointments, again we have no influence here but completely understand how frustrating it can be. We wish we had better communication and links with secondary care services and are always doing what we can towards this.



Nursing Services

In regard to some nursing service feedback, we are not contracted to provide ear syringing as a routine service. We also ask patients to bring their dressings in with them as we do not carry large stocks of dressings due to limited space and what it would cost us. We do not get reimbursed by NHS England for these.

